

OFFICE MANAGER (FIRE DEPARTMENT)

FLSA Status – Non-Exempt

EEO Code – F/Office and Clerical

Class Code – L615

GENERAL DESCRIPTION OF THE DUTIES

This position provides a variety of complex administrative support, involving sensitive and confidential information for the Fire Chief, Officers, and the Department. This position also provides information and assistance to the public regarding Fire Department policies and procedures. This position provides fiscal management of Department expenditures, payroll, budget preparation and tracking and supervises front office staff.

SUPERVISION RECEIVED

This position works under the general supervision of the Fire Chief.

SUPERVISION EXERCISED

This position coordinates the work of administrative staff and provides supervision for Administrative Specialist II position, including performance planning, assigning and reviewing work, effectively recommending hiring and other personnel actions, training and organizational development, evaluating performance, and taking disciplinary action.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Provides significant support in the preparation and administration of Department budget, monitors accounts payable, tracks expenditures, reviews and processes purchase orders, deposits monies received from donations, reimbursements, report fees, etc.
2. Provides administrative support to the Fire Chief and other members of the management team including the coordination and preparation of meetings, maintaining information using appropriate software applications, preparing information summaries as requested, and drafting reports (e.g., Fire Department Annual Report, Fire Call Report, Training Records Report, Department of Motor Vehicles Report, Fire Citation Report).
3. Prepares a wide variety of correspondence from draft or verbal instruction and independently composes correspondence related to assigned responsibilities.
4. Responds to incoming phone calls and provides information regarding Department policies and procedures relating to assigned responsibilities.
5. Maintains Department filing systems and records, may develop and implement new filing systems, or modify systems as appropriate.

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6. Supervises FireMed Ambulance Membership Program and design and distribution of brochures, advertising the FireMed Ambulance Membership Program, maintaining applications, presenting information to interested parties and groups, and monitoring Program revenues and expenditures.
7. Obtains bids and information for purchase of new office equipment as needed.
8. Develops brochures, forms and other informational materials, for Department programs, events, and services.
9. Provides administrative support to the Fire Chief and other members of the management team for the Department's personnel functions. Receives personnel information, reviews for accuracy and completeness, provides administrative support for hiring processes and contract negotiations, and maintains confidentiality in all personnel related matters.
10. Supervises front office personnel. Oversees and manages training of personnel and management of the records management system.
11. Prepares and enters payroll timesheets into the City's financial system; prepares quarterly Fire payroll for volunteers. Maintains payroll records and personnel files. Maintains Department schedule in the computer system.
12. Manages database for confidential information regarding personnel files and training records.
13. Orders and maintains pagers for the Department.
14. Manages and files State of Oregon reports for Fire and EMS. Files employee information to DPSST and DMV.
15. Schedules employee shift coverage for vacations, holidays, and training days. Tracks part-time plus employee hours for step raises. Prepares personnel action forms for step raises and any other changes in payroll.
16. Manages Department IS projects and coordinates maintenance and repair of computer systems with IS staff.
17. Administers and tracks all Department grants.
18. Oversees building maintenance contracts, troubleshoots with contractors.
19. Performs work in accordance with federal, state, and City employment and safety laws, rules and standards.

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OTHER JOB FUNCTIONS

1. Provides front desk coverage as needed for lunches, breaks, and vacations.
2. Calls for equipment repairs for the station, such as the HVAC, icemaker, refrigerator, landscaping issues, etc.
3. Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in area of responsibility.
4. Represents the Department by attending various committee meetings.
5. Assists in the coordination of Fire Department events during the year.
6. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles and practices of accounting;
- Office practices and procedures;
- Word processing, spreadsheets, database, and desktop software programs;
- Business English;
- City budgeting process, City personnel policies, and the IAFF collective bargaining agreement;
- Principles and practices of record keeping;
- Principles and practices of supervision;
- Principles and practices of administrative research and report writing; and
- Principles and practices of customer service and public relations.

Skills in:

- Use of office equipment;
- Use of personal computers;
- Planning and organizing work to meet project and work requirements;
- Supervising and training staff;
- Problem solving and decision making;
- Using initiative and judgment;
- Composing, drafting and editing business correspondence and reports;
- Communicating effectively with others both internally and externally;
- Answering multiple phone lines;
- Dealing professionally and appropriately with others; and
- Interpreting policies and procedures.

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Ability to:

- Deal with confidential information;
- Plan and conduct studies and prepare reports;
- Maintain accurate records;
- Establish and maintain effective working relationships with others; and
- Work in a safe manner.

EDUCATION AND EXPERIENCE

Any equivalent combination of education and experience that demonstrates the knowledge, skills, and abilities is qualifying. A typical way to qualify would be college coursework or vocational training in business administration or related field, and a minimum of two years increasingly responsible experience in office administration, accounting, procurement, budget, computer applications, and public contact.

PHYSICAL DEMANDS

While performing the duties of this position, the employee is required to make decisions; utilize interpersonal skills, teamwork, creativity, customer service, English, discretion, basic math, and independent judgment. Duties involved standing, walking, stooping, fingering, talking, reaching, feeling, repetitive motions of hands/wrists, sitting, grasping, hearing and handling. Work requires the ability to push, lift, pull and carry 20 pounds. A public address system is used in the Fire Department and this position requires the ability to work with the noise levels associated with fire/rescue services. While the noise level is high than typical of most office environments, hearing protection is not required. Work involves multiple tasks that change frequently, but policies and procedures exist to define direction. Reasonable accommodation will be provided to otherwise qualified individuals with disabilities and known limitations.

WORKING CONDITIONS

Work is performed primarily in an open office located within the Fire Department.

A small amount of time outside the office is required for attendance at meetings and seminars. Normal work hours are from 8:00 a.m. to 5:00 p.m. Qualified individuals with a disability will be reasonably accommodated to perform the essential functions of this position.

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Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Established: 11/99

Revised: 05/01

Revised: 2/10